

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

APPLICANT : Lundy M. LEWIS CONFIRMATION No.: 3633
SERIAL NUMBER : 09/577,232 EXAMINER: David E. England
FILING DATE : May 23, 2000 ART UNIT: 2443
FOR : METHOD AND APPARATUS FOR SERVICE ANALYSIS IN SERVICE LEVEL MANAGEMENT (SLM)

SUPPLEMENTAL INFORMATION DISCLOSURE STATEMENT

Commissioner for Patents
P. O. Box 1450
Alexandria, VA 22313-1450

Sir:

Pursuant to the duty of disclosure under 37 C.F.R. §§ 1.56, 1.97 and 1.98, Applicant hereby makes of record in the above-identified application the documents listed on the attached Form PTO-1449.

Applicant reserves the right to establish the patentability of the claimed invention over any of the information provided herewith, and/or to prove that this information may not be prior art, and/or to prove that this information may not be enabling for the teachings purportedly offered.

This Supplemental Information Disclosure Statement is being filed more than three months after the filing date of a national application other than a continued prosecution

application under 37 C.F.R. §1.53(d), or more than three months after the date of entry of the national stage as set forth in 37 C.F.R. §1.491 in an international application, and after the mailing date of any of a Final Action under 37 C.F.R. §1.113, a Notice of Allowance under 37 C.F.R. §1.311, or an action that otherwise closes prosecution in the application, but on or before payment of the Issue Fee. 37 C.F.R. §1.97(d).

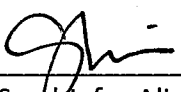
These documents were cited by the U.S. Patent Office in co-pending Application Serial No. 09/577,225, filed May 23, 2000, in an Office Action dated December 11, 2009. I hereby certify that no item of information contained in this Supplemental Information Disclosure Statement was cited in a communication from a foreign patent office in a counterpart foreign application, and, to my knowledge after making reasonable inquiry, no item of information contained in this Supplemental Information Disclosure Statement was known to any individual designated in 37 C.F.R. §1.56(c) more than three months prior to the filing of this Supplemental Information Disclosure Statement. 37 C.F.R. §1.97(e)(2).

Please charge the \$180.00 fee [37 C.F.R. §1.17(p)] to Deposit Account No. 03-3975. In addition, please charge any fee deficiencies, or credit any overpayment, to Deposit Account No. 03-3975 as needed to ensure consideration of the Supplemental Information Disclosure Statement.

It is respectfully requested that the Examiner initial and return a copy of the enclosed
PTO-1449.

Respectfully submitted,

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Dated: March 11, 2010